

aetnaSM

**Step-by-Step Provider Search
Instructions:
Find a COE - Institute of Quality (IOQ)
Orthopedic and Spine provider**

State of Delaware

- 1) Visit Aetna's provider search website (www.myaetnainetwork.com). Note: This link is located on the SBO website.
- 2) Enter your home location using a zip code, city, county, or state and set your preferred distance using the slider. Then click **Search**.



Directory of health care professionals for State of Delaware Employees

Aetna is there for you!

Welcome to the online provider directory designed specifically for you, the State of Delaware employees and members. This site provides easy access to lists of Aetna participating medical providers for the plan offered by the State of Delaware.

Please note that in addition to Quest Diagnostics, LabCorp is an in-network, participating provider for Lab services for State of Delaware members effective January 1, 2018.

If you have any questions on the plan you are eligible for or coverage information, you may also contact your Aetna customer service teams at the numbers below.

Aetna Medical Customer Service: 1-877-54 Aetna
Click here to learn more about the Aetna Programs

If you have an Out of Area Dependent, please contact customer service for assistance.

Already a member?

Not registered with Aetna yet?

Why register?
You will be able to find all your coverage information online when you need it.

Search You Can:

- Get results for your plan
- View cost estimates
- Select a primary care doctor

Continue as a guest

Please enter your home location (zip, city, county or state) to access providers specific to your plan benefits.

Dover, Delaware

Traveling? You can change your location after you select your plan

Look within

25 Miles

0 Miles 100 Miles

Click Search

Search

3) Select your plan (**HMO** or **Aetna CDH Gold Plan**) and click **Continue**.

Select a Plan to find providers in 19901 (Dover, DE) [Change location »](#)

If you are an Aetna member, you may find your plan name on your member [ID Card](#) or in your [Enrollment Documents](#)

[Continue](#)

Why is choosing a plan so important?

- **Pay less** if you use a provider that accepts the plan
- **Find the highest level of coverage** from a provider under the plan
- **Confirm** doctors are accepting the plan

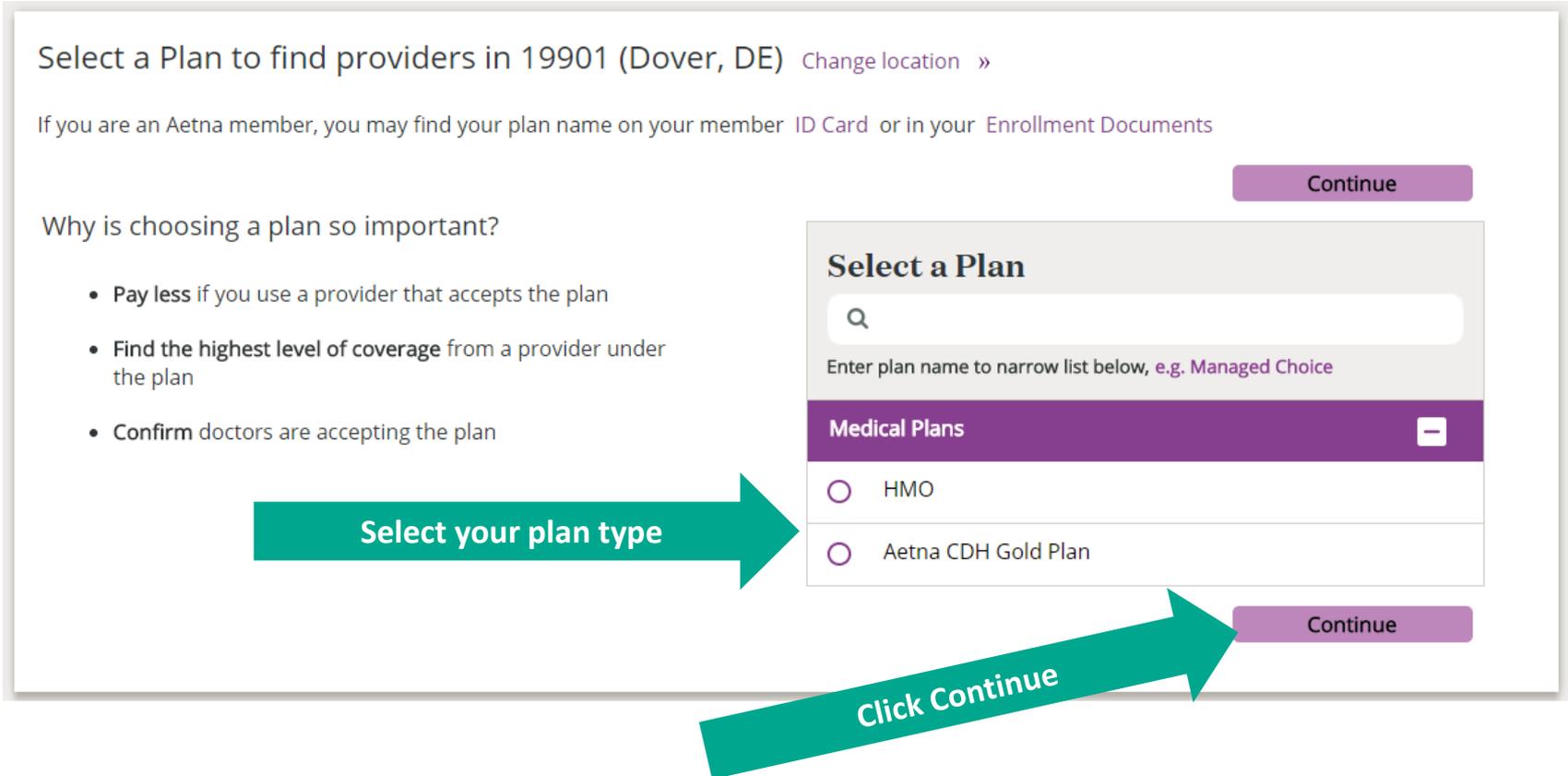
Select a Plan

Enter plan name to narrow list below, e.g. [Managed Choice](#)

Medical Plans [-]

- HMO
- Aetna CDH Gold Plan

[Continue](#)



- 4) Enter the **Provider Category** (i.e., Orthopedic Surgeon or Spine Surgery), in the search box or choose Institutes of Quality/Institutes of Excellence in the category section listed under the search box.

Already a member? [Login to secure site](#) Searching by: HMO | [Change Plan](#)

What do you want to search for near 19901 (Dover, DE)? [change location »](#)

Search: orthopedic surgeon

Choose a result below to finish your search

Specialists & Specialty Types

Orthopedic Surgeon

Can't find what you're looking for?

- Check your spelling
- Increase your search radius, or change your location above (under "Location")
- We only show providers who participate with our plans
- Search term isn't available. Change your term or search by category below

Medical Doctors Specialists > Alternative Medicine >

Primary care physicians (PCPs), pediatricians, cardiologists, OB/GYNs, others

Hospitals, urgent care centers, walk-in clinics, physical therapy centers, others

Counseling, EAP, mental health facilities, substance abuse treatment, psychiatrists, others

Walk-in clinics, urgent care centers, emergency rooms

Chiropractors, acupuncturist, massage therapists, dieticians, others

***Note:**

- *Always choose from the recommended terms from the drop down box to locate participating providers. The online directory will focus your search on that term to provide the most accurate response.*
- *When searching by the Doctor's name, select the appropriate location from the drop down box. If no location is selected, all doctors with that name will display.*

5) Click **Filter & Sort** and then **Specialized Training & Programs**.

In network search results for Orthopedic Surgeon near 19901 (Dover, DE)

In Network List View Map View Filter & Sort Print

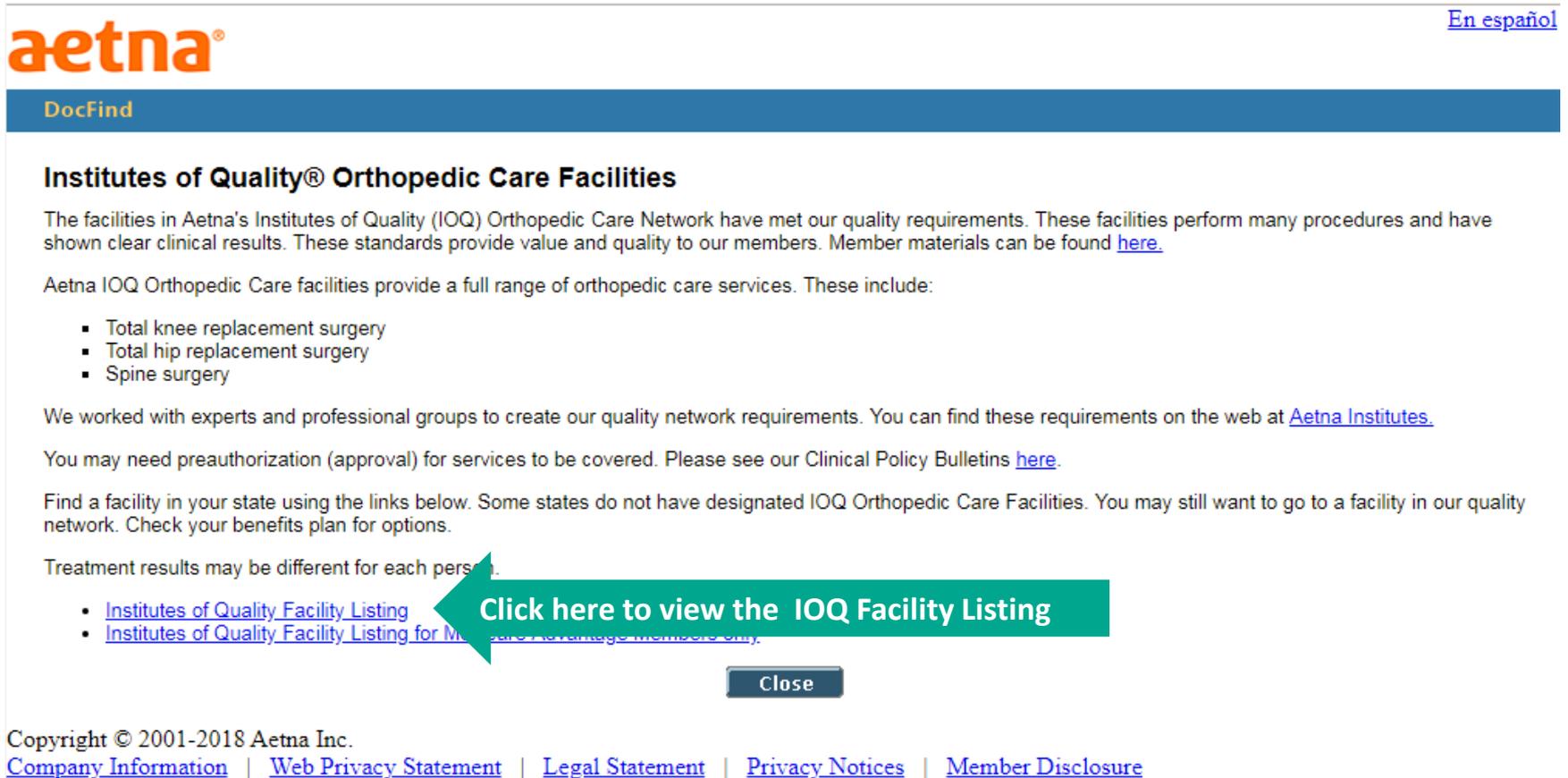
Sort By: Distance: Nearest to Farthest

Filter By:

- Languages
- Gender
- Hospital Affiliations
- Office Detail
- Plan Information
- Specialized Training & Programs
- Provider Type

Clear All Filters Filter Results

6) Click on **Institutes of Quality Facility Listing**.



aetna[®] [En español](#)

DocFind

Institutes of Quality[®] Orthopedic Care Facilities

The facilities in Aetna's Institutes of Quality (IOQ) Orthopedic Care Network have met our quality requirements. These facilities perform many procedures and have shown clear clinical results. These standards provide value and quality to our members. Member materials can be found [here](#).

Aetna IOQ Orthopedic Care facilities provide a full range of orthopedic care services. These include:

- Total knee replacement surgery
- Total hip replacement surgery
- Spine surgery

We worked with experts and professional groups to create our quality network requirements. You can find these requirements on the web at [Aetna Institutes](#).

You may need preauthorization (approval) for services to be covered. Please see our Clinical Policy Bulletins [here](#).

Find a facility in your state using the links below. Some states do not have designated IOQ Orthopedic Care Facilities. You may still want to go to a facility in our quality network. Check your benefits plan for options.

Treatment results may be different for each person.

- [Institutes of Quality Facility Listing](#)
- [Institutes of Quality Facility Listing for Medicare and managed care members only](#)

Click here to view the IOQ Facility Listing

Close

Copyright © 2001-2018 Aetna Inc.
[Company Information](#) | [Web Privacy Statement](#) | [Legal Statement](#) | [Privacy Notices](#) | [Member Disclosure](#)

7) Check the boxes for the IOQ affiliation you are searching for.

The screenshot shows a search filter interface with a purple header and a white background. At the top left, there is a 'Sort By:' dropdown menu set to 'Distance: Nearest to Farthest'. Below this is a 'Filter By:' section with a sidebar on the left and a main content area on the right. The sidebar contains several filter categories: 'Languages', 'Gender', 'Hospital Affiliation', 'Plan Information', and 'Provider Type'. The 'Plan Information' category is selected, showing a checked radio button and a list of two options: 'Specialized Training & Programs' (checked) and 'Affiliated with Spine/Orthopedic - Institutes of Quality® (IOQ)'. The main content area is titled 'Specialized Training & Programs' and contains three filter options, each with a checkbox: 'Affiliated with Spine/Orthopedic - Institutes of Quality® (IOQ) (6)' (checked), 'Affiliated with Total Joint Replacement/Orthopedic - Institutes of Quality® (IOQ)(6)' (checked), and 'Oncology - Participates in Quality Oncology Program(2)' (unchecked). Below the main content area are two buttons: 'Clear All Filters' and 'Filter Results'. A green arrow points from the 'Click on the IOQ affiliation' text to the 'Affiliated with Spine/Orthopedic - Institutes of Quality® (IOQ) (6)' checkbox. Another green arrow points from the 'Click Filter Results' text to the 'Filter Results' button.

Sort By: Distance: Nearest to Farthest

Filter By:

Languages

Gender

Hospital Affiliation

Plan Information

Provider Type

Specialized Training & Programs

Affiliated with Spine/Orthopedic - Institutes of Quality® (IOQ) (6)

Affiliated with Total Joint Replacement/Orthopedic - Institutes of Quality® (IOQ)(6)

Oncology - Participates in Quality Oncology Program(2)

Clear All | Check All

Clear All Filters

Click Filter Results

Filter Results

8) Click on **Affiliated with an Aetna Orthopedic IOQ** to view the IOQ Facility Listing.

In Network List View Map View Filter & Sort Print

Provider/Facility Information	Distance	Plan Information	Ratings
<p>Handling, Matthew A., MD »</p> <p> In Network</p> <p> 737 South Queen Street Suite 2 Dover, DE 19904</p> <p> (302) 672-7761</p> <p>Specialties: Surgery, Orthopedic</p> <p><input type="checkbox"/> Add to compare</p> <p>Report Incorrect Information »</p>	1.90 miles	<p> Aexcel</p> <p>Affiliated with an Aetna Orthopedic IOQ - Spine</p> <p>Affiliated with an Aetna Orthopedic IOQ - Total Joint Replacement</p> <p>See Accepted Plans</p>	<p>★☆☆☆☆</p> <p>1 rating(s) »</p>
<p>Rubano, James J., MD »</p> <p> In Network</p> <p> 200 Banning Street Suite 230 Dover, DE 19904</p>	2.11 miles	<p> Aexcel</p> <p>Affiliated with an Aetna Orthopedic IOQ - Spine</p> <p>Affiliated with an Aetna Orthopedic IOQ - Total Joint Replacement</p>	<p>★☆☆☆☆</p> <p>1 rating(s) »</p>

To view the IOQ Facility Listing, click here